



Federal Executive Board of Minnesota

45th Annual Civil Servant of the Year Nomination Instructions

Complete the electronic form located at <https://minnesota.feb.gov/register/civil-servant-of-the-year-nomination> by **Friday, February 18, 2022**. This nomination form must be accompanied by a Nomination fee of \$35.00 to cover the award and ticket for Civil Servant of the Year. Please register and pay for your nominee to attend using the [FEB website](#). It is the agency's responsibility to inform the nominee of their award nomination.

NUMBER OF NOMINEES PERMITTED EACH AGENCY IS AS FOLLOWS:

Agency with 1 – 75 employees	1 nominee
Agency with 76 – 500 employees	2 nominees
Agency with 501 – 1,000 employees	3 nominees
Agency with 1,001 and over employees	4 nominees, plus 1 additional nominee for every 250 employees over 1,001

*Note: Each agency can nominate one Team category in addition to the above nominations

Agencies are encouraged to consider all employee grade categories when selecting their nominations.

AWARD CATEGORY DESCRIPTIONS

Customer Service - This award recognizes the employee who frequently exceeds customer expectations and performs to the highest standards and measures, making them an example to others in similar roles. An individual nominated for Customer Service may:

- Make customers feel important by listening to their concerns and going the extra mile to make sure those concerns are addressed.
- Keeps any promises they make to their customers and has developed a reputation for trustworthy and reliable service, no matter the circumstances.
- Demonstrates excellence when resolving conflicts or facing challenges.
- Displays a positive attitude and maintains a high level of professionalism at all times.
- Enhances their organization's ability to accomplish its mission and contributes positively to the reputation of federal employees everywhere.

Excellence Beyond Expectations Award - This award recognizes the impactful traits of unwavering dedication, overcoming immense challenges, unparalleled professionalism, and taking great risk and initiative to drive positive change for their Federal agency at a State, National, or International level. An individual nominated for Excellence Beyond Expectations may:

- Be deeply committed to their work, which contributes to the enthusiasm of the organization.
- Demonstrate an intense dedication to provide excellent service to co-workers.
- Share their enthusiasm for the organization with others.
- Is known within the organization as the "go-to" person, willingly volunteers, and enriches the organization.
- Participate in a project at a local or national level that resulted in successful outcomes related to the organization.

Innovation - Recognizes the employee identifying and implementing a creative approach to meet the organizational need(s) by doing things differently that have measurable impact, sustainability and potential for growth. An individual nominated for Innovation may:

- Actively seek ways to progress beyond the status quo.
- Proactively identify new, creative ways to improve upon a process or service delivery.
- Implement change in a positive manner and work to ensure it is successful.

- Approach a problem with a solution in mind.
- Confronts challenges with a desire for improvement.

Leadership - Nominee holds a position of director, manager, or supervisor or demonstrates exceptional, impactful and sustained leadership within their current role. An individual nominated for Leadership may:

- Lead, guide and inspire others to create an effective and efficient organization.
- Mentor and cultivate employees, creating a culture of respect that promotes a desire to achieve.
- Build strong relationships that support a high level of credibility and trust.
- Inspires and encourages personal and professional development of employees.
- Contributes to the success of an initiative that benefits those outside of their organization or places an emphasis on collaboration within the organization.

Unsung Hero - This award recognizes the employee who makes positive "behind-the-scenes" contributions to the mission of the organization that would not ordinarily be acknowledged by other types of formal awards. An individual nominated for Unsung Hero may:

- Overcome extraordinary challenges in support of national or community service.
- Make a difference for their community, someone in need, or someone unable to do something for themselves.
- Significantly enhanced the image or credibility of the organization.
- Takes on additional tasks for the benefit of the team without drawing attention to their work.
- Maintains perseverance in difficult situations.

Team – This award recognizes members of work teams who add significant value to the organization. A team nominated for this category may:

- Complete a major project significantly under budget or before the deadline under extraordinary time pressure.
- Receive receiving repeated recognition by internal or external customers for extraordinary service.
- Contribute to a one-time, outstanding effort, which benefited the work unit or the county.
- Attribute to specific accomplishments that improve internal processes, saving time or money.